Bev

From: product.support.communications@autodesk.com
Sent: Thursday, July 10, 2008 2:26 PM
To: Bev
Subject: - Vault does not show Thumbnail or Description

Autodesk Subscription

Hi Bev,

Make sure that the relevant iFIlters are registered with the operating system by running the following command, from a DOS window:

regsvr32 "C:\Program Files\Autodesk\Data Management Server 2009\Server\Components\INVFilter.dll"

regsvr32 "C:\Program Files\Autodesk\Data Management Server 2009\Server\Components\DWGFilt.dll"

Also, please install ASP.NET 2.0 Service Pack 1.

http://www.microsoft.com/downloads/details.aspx?familyid=79BC3B77-E02C-4AD3-AACF-A7633F706BA5&displaylang=en

Please use the following method to check the contents and permissions on the filestore.
1. Open the ADMS Console
2. Select the Vault and record the location of the filestore
3. Open Windows Explorer and browse to the location
4. Select the main root Drive ex. Local Disk(C:) or C:\
5. Right-Click and select Properties
6. The Security tab will list the accounts and level of permission
7. Grant the following Accounts 'Full Control' permissions
- AutodeskVault
- Network Service
- System
- ASPNET

Best Regards,

Jason Summerfield
Autodesk Support Team

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